



2012 NEPOP/NEMO ESRD Network Satisfaction Survey

New ESRD Patient Orientation Packet (NEPOP) using New ESRD Mailing Organizer (NEMO)

In an effort to measure the effectiveness and efficiency of the 2011 NEMO Userguide update and previous WebEx Refresher session, the NCC disseminated an electronic survey to all Network NEMO users and NEPOP processors on November 22, 2011. The online poll was closed on December 2, 2011. There were a total of seven (7) respondents.

The 2012 NEPOP/NEMO Satisfaction Survey consisted of five (5) brief questions. The results from the 5-question survey are provided below with detailed responses.

NEPOP/NEMO Survey Results Summary

1. Was the updated format and layout of the NEMO Userguide with step-by-step instructions and screen images effective?

- YES – 100.0% (*Representing 7 responses*)
- NO – 0.0% (*Representing 0 responses*)

No additional comments were provided in response to this question.

2. Have you found the new “Process Checklist” useful in providing an overview of the monthly process and steps involved in completing the NEMO database updates?

- YES – 100.0% (*Representing 7 responses*)
- NO – 0.0% (*Representing 0 responses*)

No additional comments were provided in response to this question.

3. What recommendations would you suggest to make the NEMO Userguide more comprehensive and effective?

Comments provided in response to this question were as follows.

- “Format is easy to use no improvements necessary.”
- “None”
- “I found it very helpful as it is since the revision.”

4. Was the NEMO Refresher WebEx effective in reviewing the recent NEMO/NEPOP updates and enhancements?

- YES – 100.0% (*Representing 7 responses*)
- NO – 0.0% (*Representing 0 responses*)

No additional comments were provided in response to this question.



5. What discussion topics or agenda items would you recommend for future WebEx sessions?

Comments provided in response to this question were as follows.

- “No other topics at this time.”
- “None”
- “What is going to happen with NEMO once CROWNWeb goes national?”

Upon reviewing the feedback and comments provided in the NEPOP/NEMO Network Satisfaction Survey, at the Networks’ request, the NCC has not implemented any additional formatting modifications to the NEMO Userguide.

Although the Networks indicated that additional changes were not required, the NCC has updated the 2012 NEMO Userguide and associated appendices to reflect the following system enhancements. This updated NEMO Userguide will be disseminated to the Network community in early 2012, upon CMS approval.

- NEW “Return Count Analysis” Report
- Added NEPOP Return Categories
 1. Transplanted
 2. Discontinued Treatment

The NCC has planned to conduct another NEMO System Refresher WebEx in January 2012. As per Network feedback received, this upcoming session will address the Networks’ request to discuss the effects of CROWNWeb national implementation.

If you have any questions, comments or concerns regarding this survey or results summary please don’t hesitate to contact Jeanine Pilgrim, NCC Contract Coordinator at 516-209-5365 or via e-mail at jpilgrim@nw2.esrd.net.

Thank you.

ESRD Network Coordinating Center (NCC)

Jeanine Pilgrim Michele L. Spillane
Contract Coordinator Project Manager